Senior Leaders Healthcare Support Survey MCB Camp Lejeune

Conducted by:

Naval Hospital Camp Lejeune

Apr-May 2004

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Healthcare Support Survey

- Eleven question internet survey conducted in April-May 2004
- Sent to senior leaders in Camp Lejeune area
  - General Officers, Chiefs of Staff, Commanding Officers, Executive Officers, Sergeant Majors, Command Master Chiefs, etc.
- 51 respondents

Percent of Responses Very Good or Excellent	Survey Questions
N/A	1. What is the primary service affiliation of your unit?
39%	2. Our responsiveness to the needs of your service members.
35%	3. The ease with which your service members were able to obtain appointments.
27%	4. Our coordination of care when multiple providers or services were involved.
49%	5. How much your service members were helped by the care we provided.
47%	6. How quickly your service members were able to return to work.
49%	7. Our attention to preventive measures to keep your service members healthy.
40%	8. Our Emergency Department services.
37%	9. How well we communicate with your command.
56%	10. Our professionalism and courtesy.
43%	11. The overall quality of care and services we provide.

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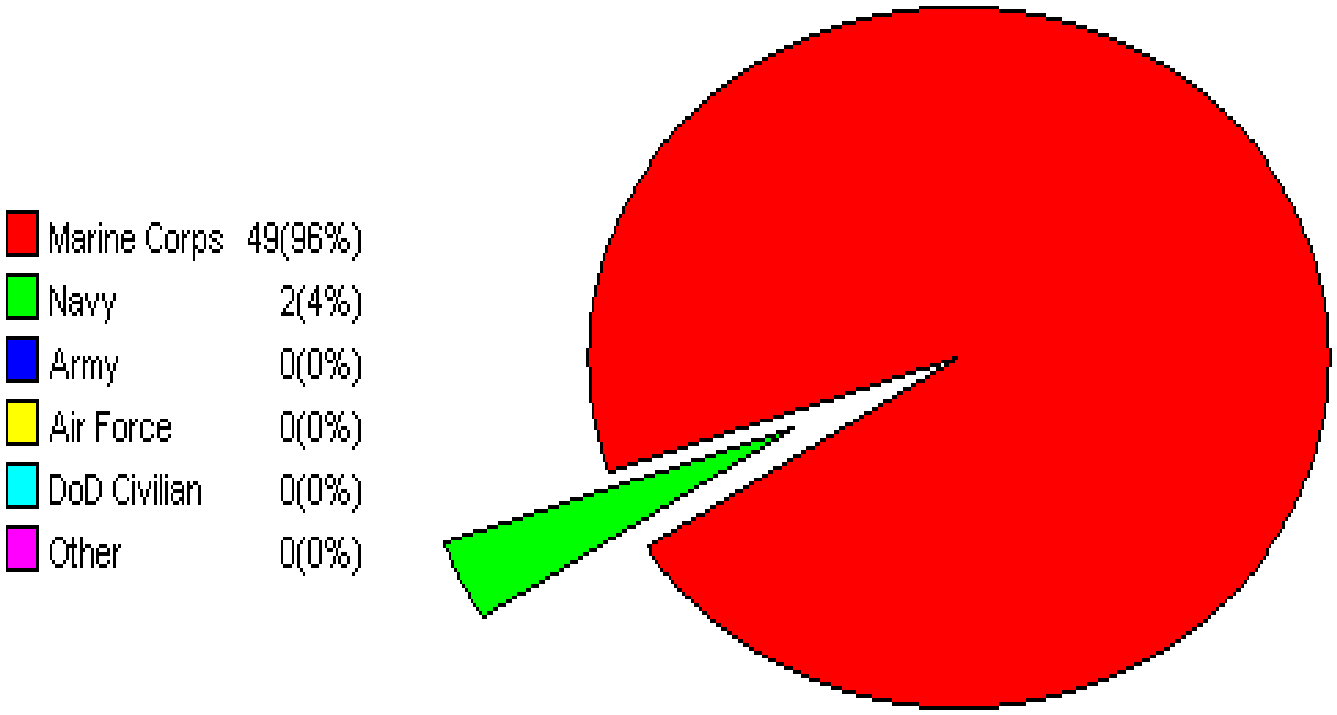
1. What is the primary Service affiliation of you



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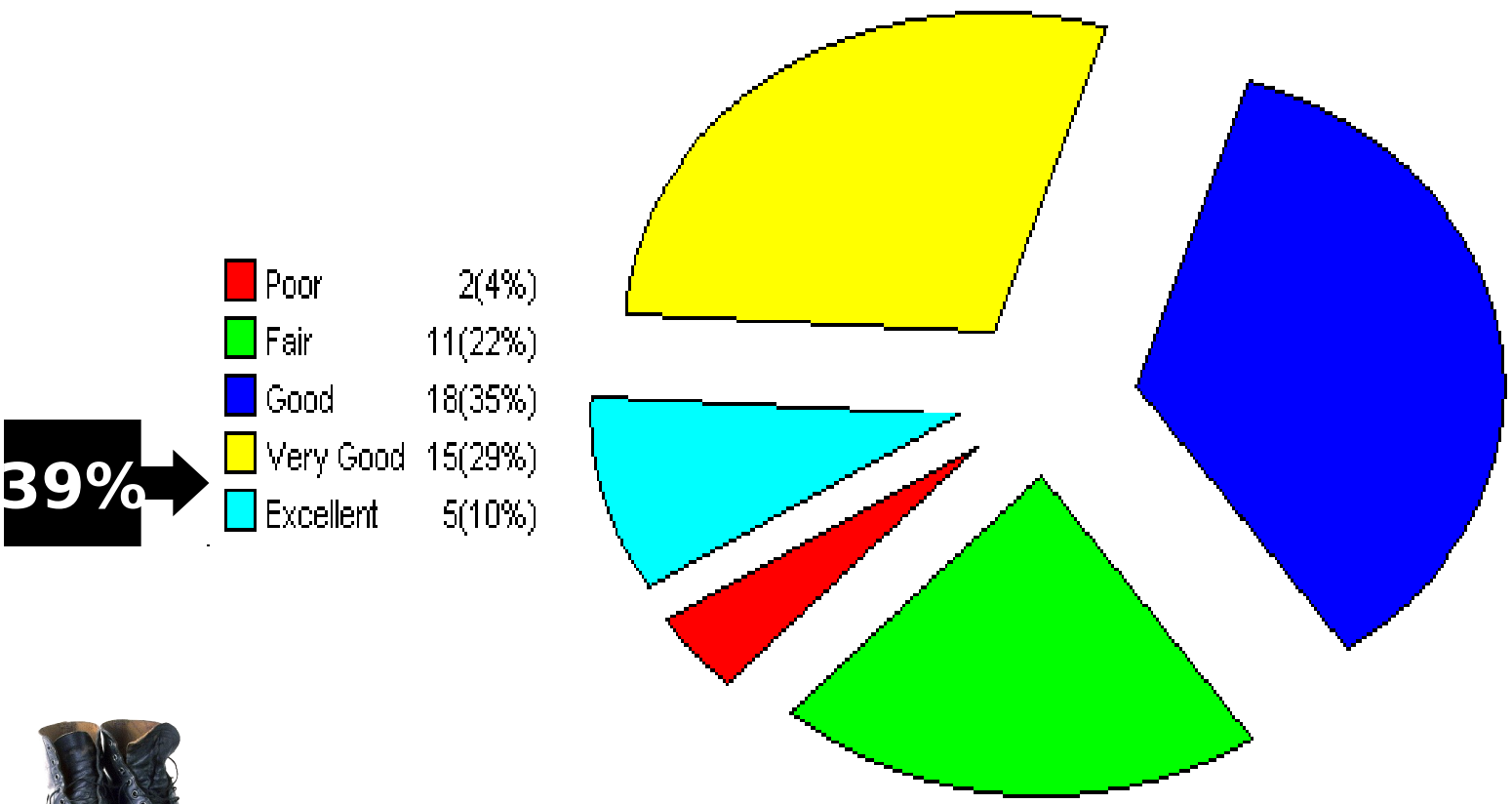
2. Our responsiveness to the needs of your servic



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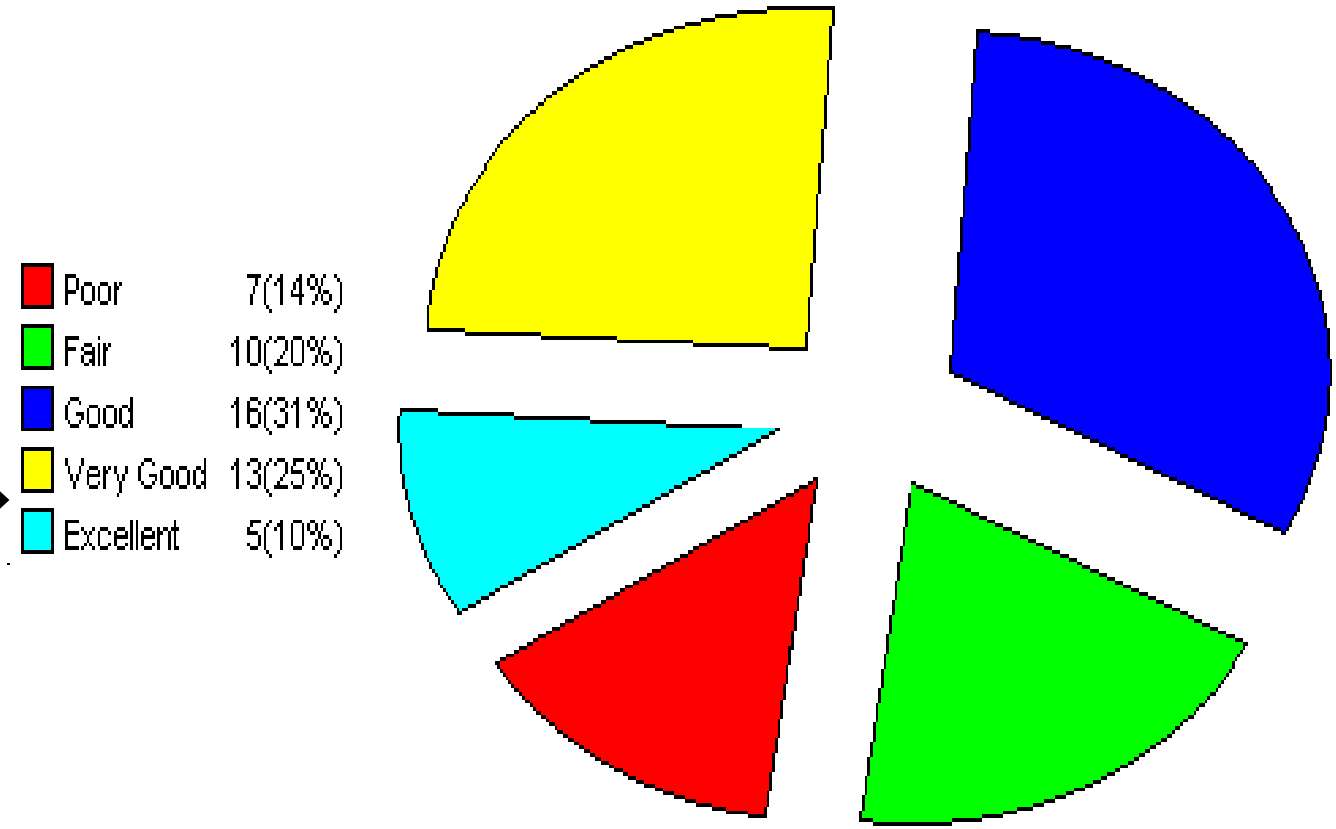
3. The ease with which your service members able to obtain appointments.



35%

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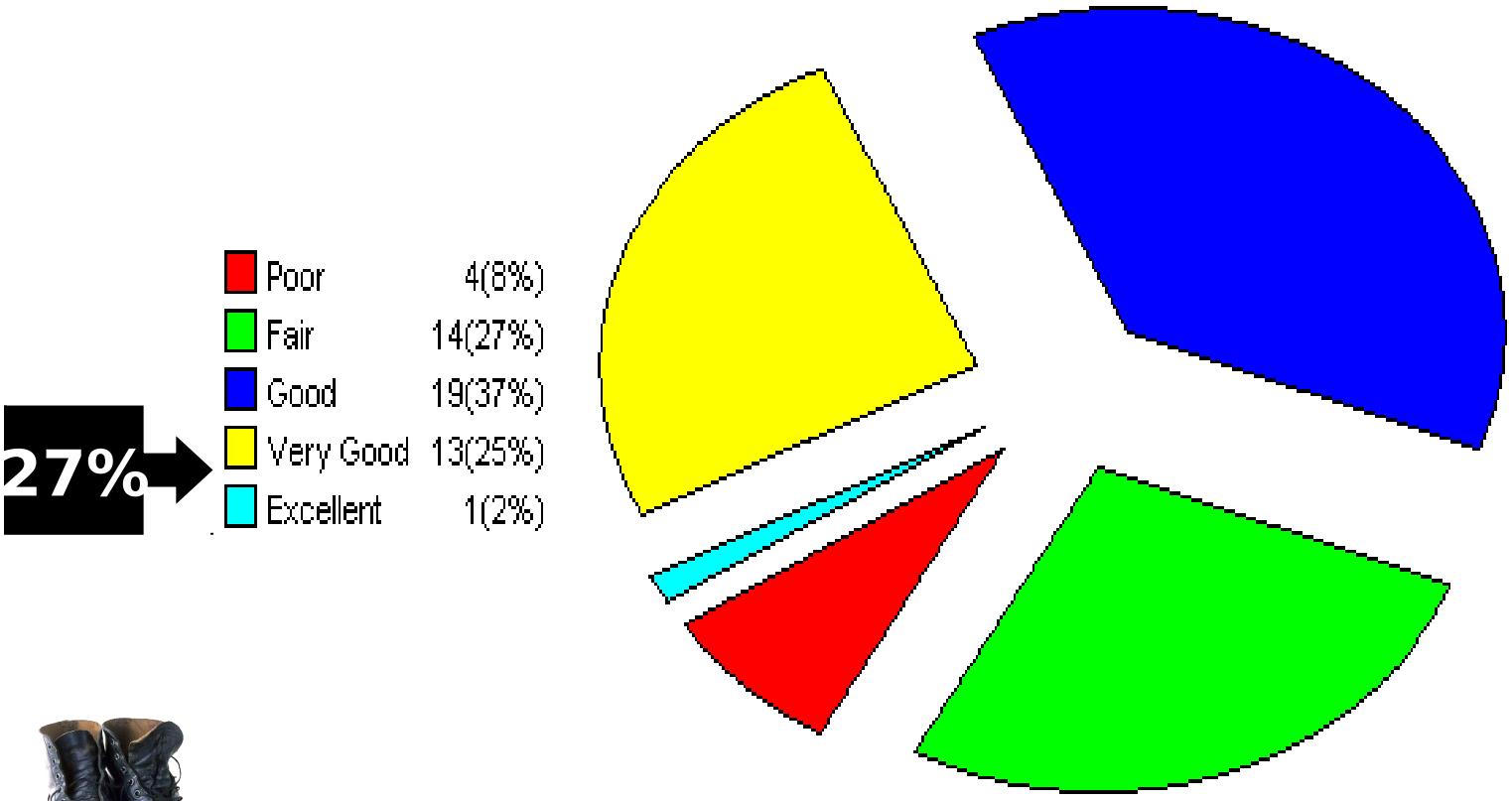
4. Our coordination of care when multiple prov or services were involved.



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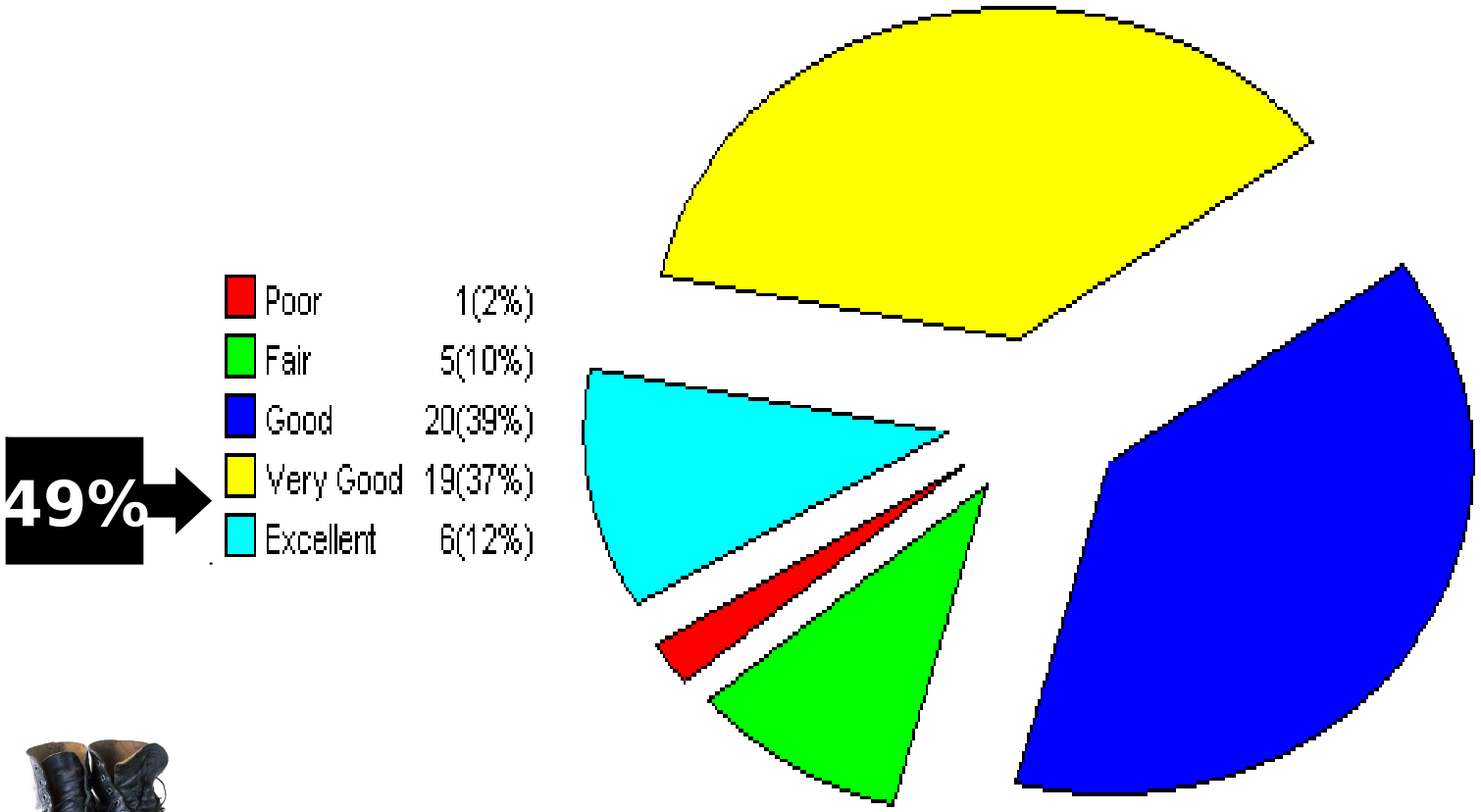
5. How much your service members were help by the care we provided.



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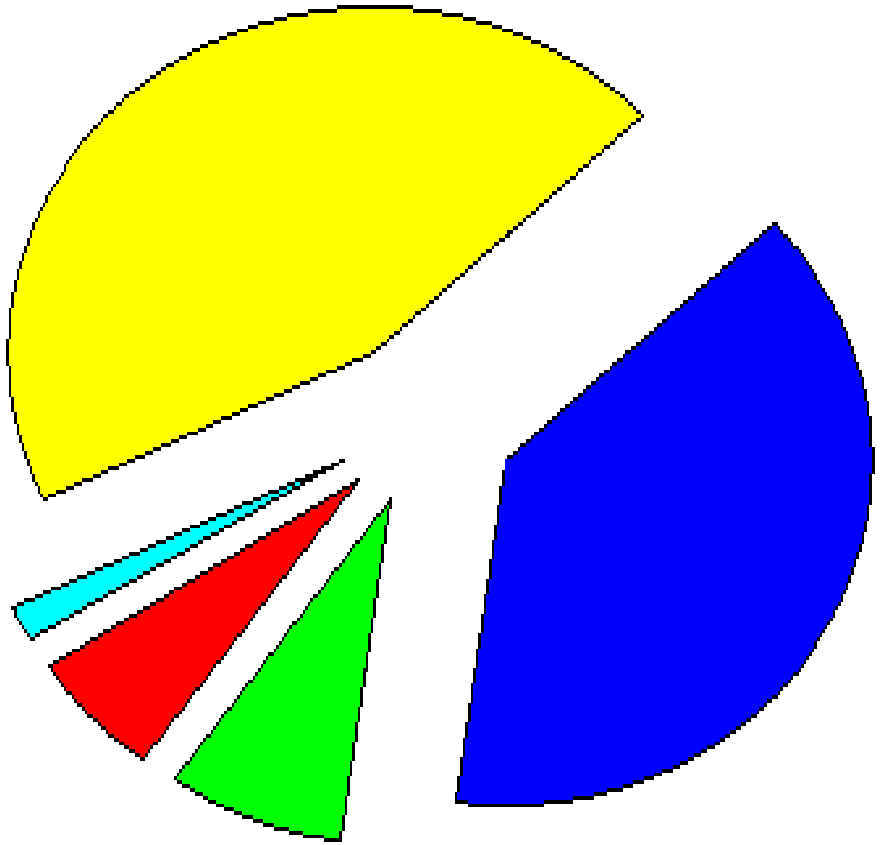
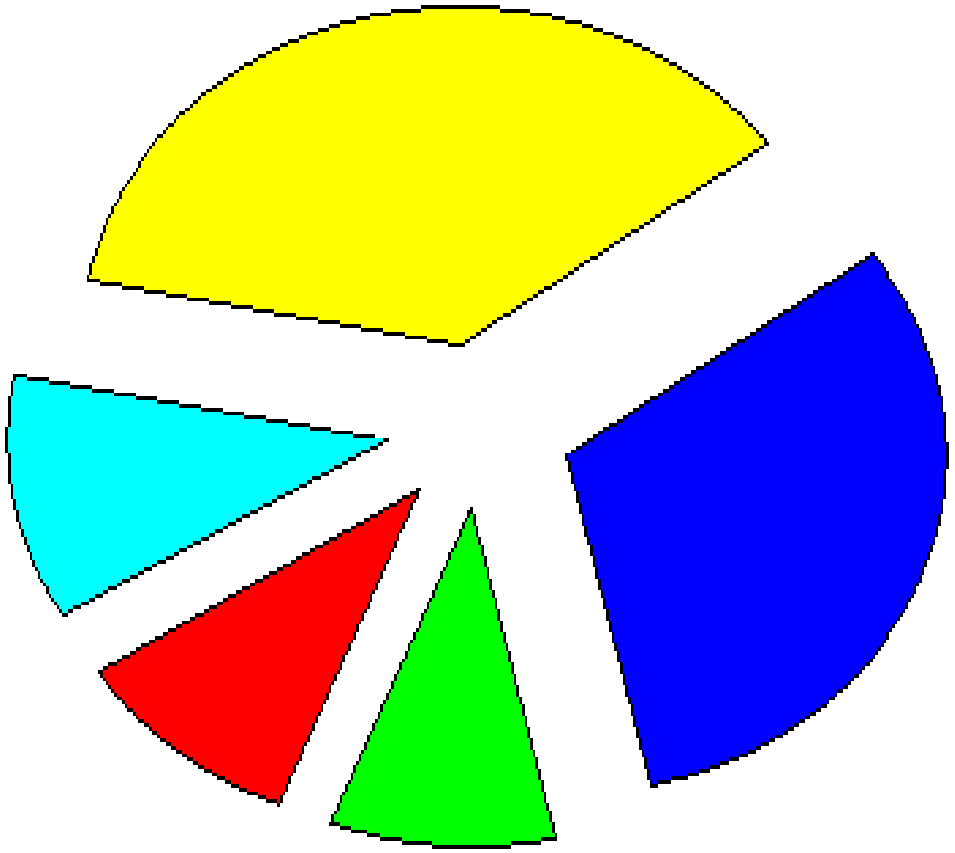
6. How quickly your service members were al to return to work.

47%

Poor	3(6%)
Fair	4(8%)
Good	20(39%)
Very Good	23(45%)
Excellent	1(2%)



7. Our attention to preventive measures to k your service members healthy.



49%

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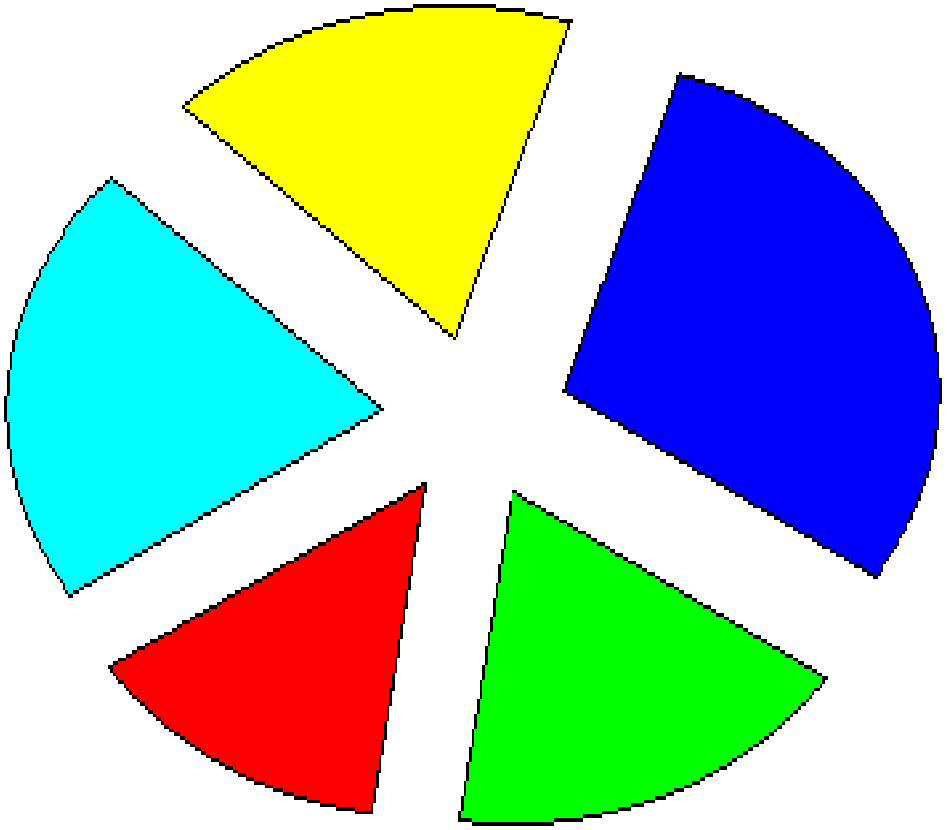
8. Our Emergency Department Services.



40%

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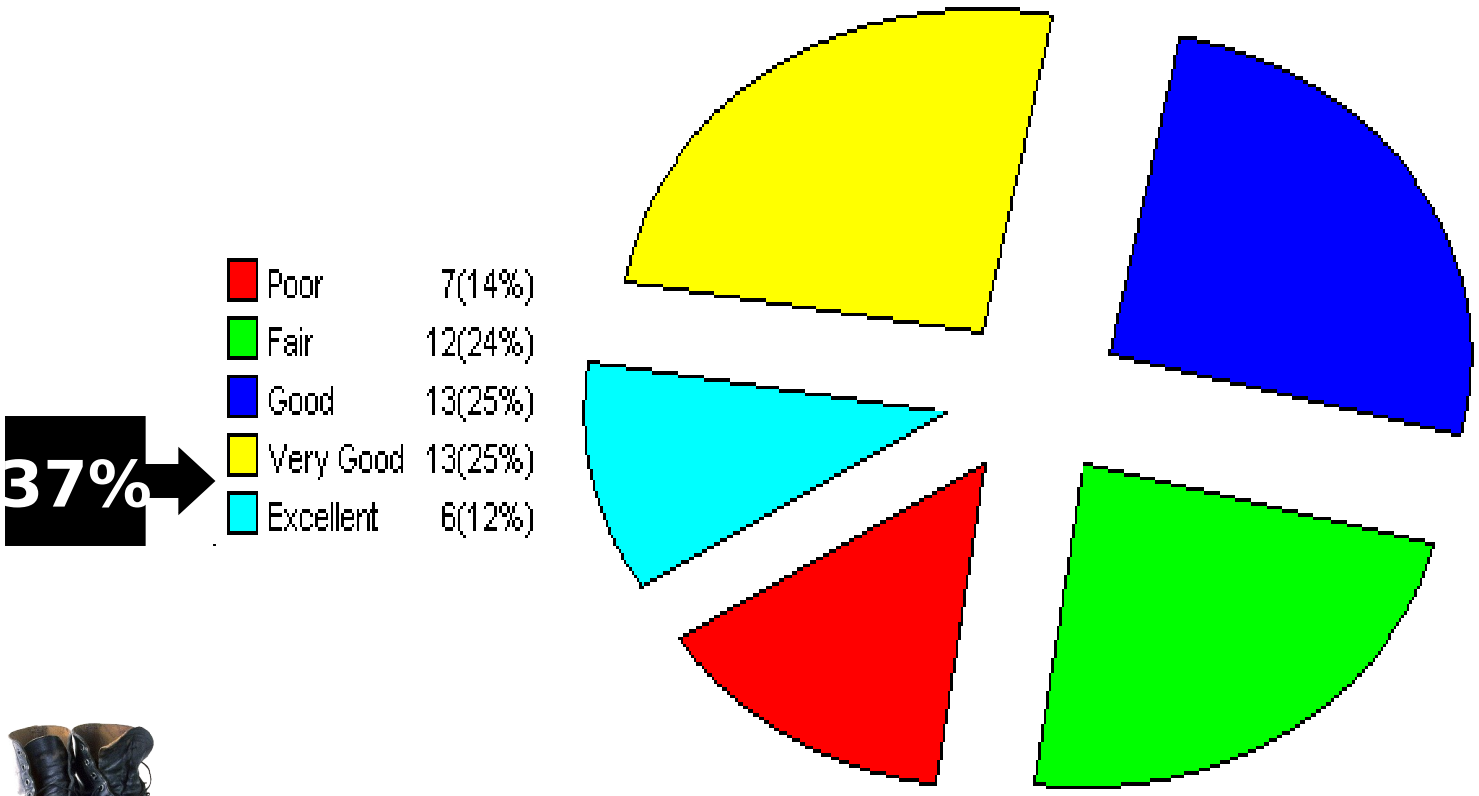
9. How well we communicate with your Comm



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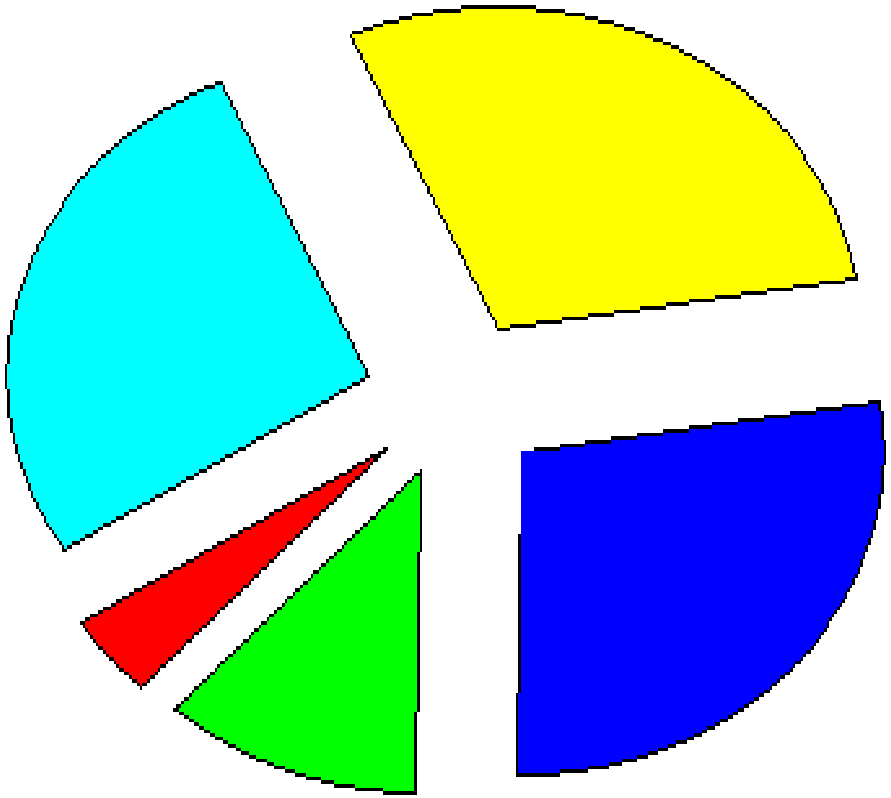
10. Our professionalism and courtesy.

56%

Poor	2(4%)
Fair	6(12%)
Good	14(27%)
Very Good	15(29%)
Excellent	14(27%)



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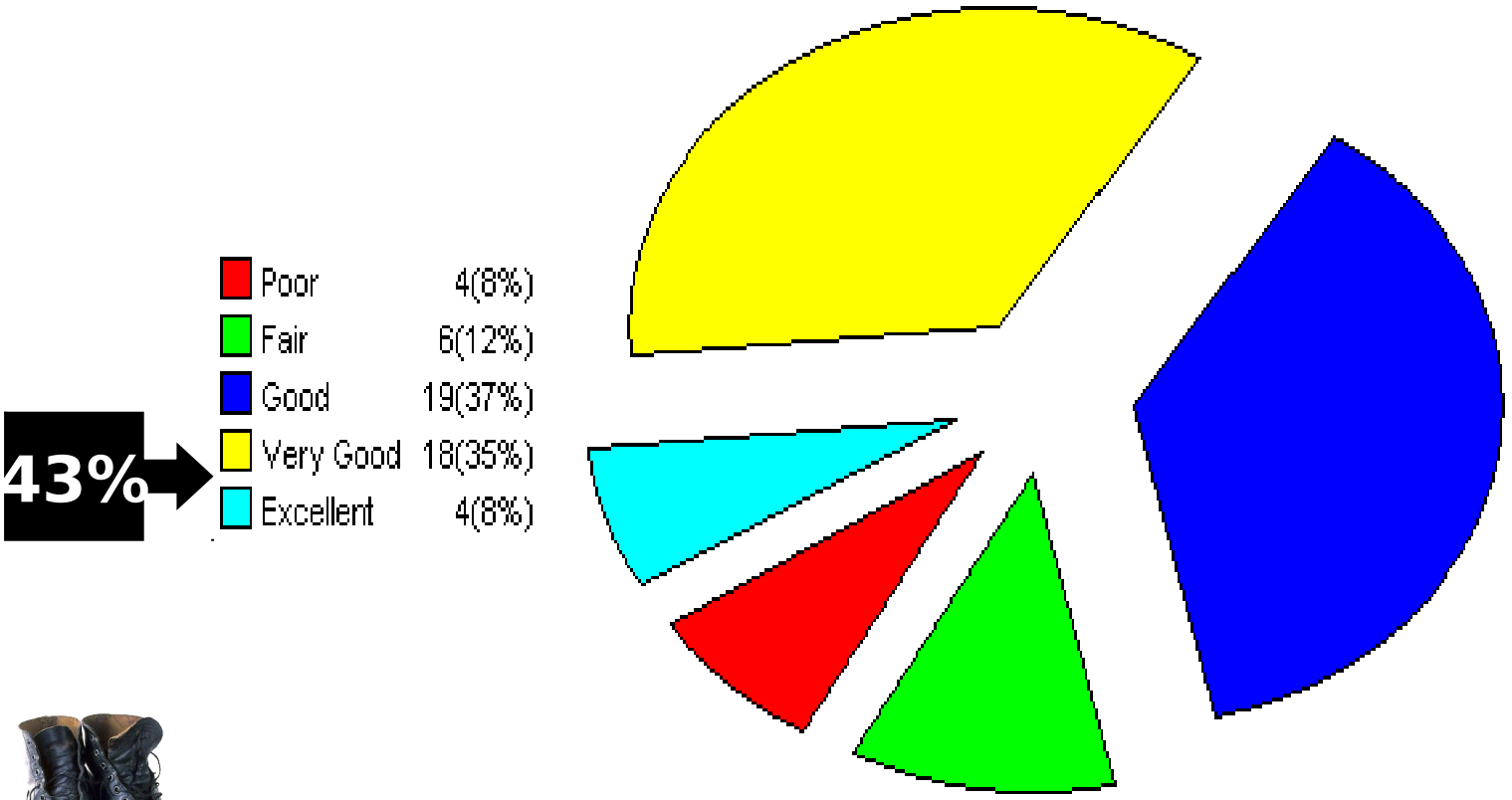
11. The overall quality of care and services w
provide.



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